

TABLE OF CONTENTS

	PAGE
Revision Summary of Changes	ix
Philosophy Statement	x
Chapter 1: Introduction.....	1-1
1.000 Overview of MSSP.....	1-1
1.100 Enabling Legislation	1-1
1.200 The Waiver	1-2
1.300 Program Operations	1-4
1.400 Organization of This Manual	1-5
Chapter 2: Site Staffing	2-1
2.000 MSSP Staff.....	2-1
2.010 Minimum Qualifications	2-1
2.010.1 Site Director	2-1
2.010.2 Supervising Care Manager.....	2-1
2.010.3 Social Work Care Manager.....	2-2
2.010.4 Nurse Care Manager	2-2
2.010.5 Care Manager Aide	2-2
2.020 Functions and Responsibilities	2-2
2.020.1 Site Director	2-2
2.020.2 Supervising Care Manager.....	2-2
2.020.3 Social Work Care Manager.....	2-3
2.020.4 Nurse Care Manager	2-3
2.020.5 Care Manager Aide	2-3

California Department of Aging, Multipurpose Senior Services Program

MSSP Site Manual: Table of Contents

2.030 Requesting an Exemption to Minimum Qualifications for Care Management Staff	2-4
2.030.1 Prerequisites for an Exemption	2-4
2.030.2 Procedure for Requesting an Exemption.....	2-4
2.030.3 CDA Exemption Approval Process	2-4
2.030.4 Duration of Exemption.....	2-4
2.100 Unpaid Staff	2-5
2.100.1 Student Interns	2-5
2.100.2 Volunteers	2-5
2.300 Ratio	2-5
 Chapter 3: Program Components	 3-1
3.000 Outreach.....	3-3
3.010 Ongoing Outreach Efforts	3-3
3.020 Wait Lists.....	3-3
3.020.1 Wait List Data	3-4
3.030 Standards.....	3-4
3.040 Sequence of Care Management Processes.....	3-5
3.100 Eligibility	3-5
3.110 Certifiable for Placement in a Nursing Facility (or Level of Care Determination).....	3-6
3.110.1 Clinical Judgment and Level of Care	3-6
3.110.2 Use of the California Code of Regulations (CCR), Title 22, to Determine Eligibility.....	3-6
3.110.3 Application of Title 22 Criteria	3-7
3.110.4 (Section Retired)	3-7
3.110.5 Completion of LOC Certification Sheet	3-7
3.110.6 Recertification (Reevaluation) for LOC	3-9
3.120 Age 65 or Older	3-9

California Department of Aging, Multipurpose Senior Services Program

MSSP Site Manual: Table of Contents

3.130	Receiving Medi-Cal Under an Appropriate Aid Code	3-10
3.130.1	Institutional Deeming (MSSP Aid Codes 1X and 1Y)	3-10
3.140	Residence Within the Site's Contracted Service Area as Defined in the Site's Contract	3-12
3.150	Able to be Served Within MSSP's Cost Limitations	3-12
3.160	Appropriate for Care Management Services.....	3-13
3.200	Pre-Screening	3-13
3.210	Screening Forms	3-13
3.220	The Screening Process	3-13
3.230	Referrals not accepted for MSSP Participation.....	3-14
3.300	Application for MSSP Services.....	3-14
3.310	Non-enrolled Persons	3-14
3.320	Freedom of Choice.....	3-14
3.330	Application	3-15
3.400	Enrollment	3-15
3.410	Sequence of Enrollment Activities	3-15
3.420	Notification of Rights.....	3-15
3.500	Release of Participant Information	3-16
3.510	Confidentiality	3-16
3.520	Authorization for Use and Disclosure of Protected Health Information Form	3-16
3.530	Requests for Participant Information	3-17
3.600	Care Management.....	3-17
3.610	General Guidelines.....	3-17
3.620	Initial Health Assessment/Initial Psychosocial Assessment	3-18
3.620.1	Cognitive Assessment Tools	3-20
3.630	Reassessment	3-20
3.630.1	Alternate Discipline Visits.....	3-22
3.640	Care Planning.....	3-22
3.640.1	General Guidelines	3-24
3.640.2	Emergency Care Plan.....	3-25

California Department of Aging, Multipurpose Senior Services Program

MSSP Site Manual: Table of Contents

3.640.3	Care Plan Components	3-26
3.640.4	Care Plan Activation: Signatures & Review Process	3-28
3.640.5	Care Plan Implementation.....	3-29
3.640.6	Care Plan Monitoring	3-30
3.640.8	Changes to the Care Plan.....	3-31
3.700	Assessing and Documenting Risk.....	3-31
3.710	Goal of Risk Assessment	3-31
3.720	Assessment of Ability to Assume Risk	3-32
3.720.1	Critical Incident Reporting	3-32
3.730	Risk Management	3-32
3.740	Monitoring of Risk	3-33
3.800	Progress Notes	3-33
3.810	General Requirements	3-33
3.820	What Progress Notes Include	3-33
3.900	Managing Participant Services.....	3-34
3.910	Tracking Cost Effectiveness	3-34
3.920	The Benchmark and Calculation of Costs.....	3-34
3.930	Authorization and Utilization of Services.....	3-36
3.1000	(Section Retired).....	3-36
3.1100	Hospice.....	3-36
3.1110	(Section Retired).....	3-36
3.1120	Coordinating MSSP and Hospice Services	3-36
3.1200	Institutionalization.....	3-37
3.1205	(Section Retired)	3-37
3.1210	No Waiver Services Provided During Institutionalization .	3-37
3.1300	Deinstitutional Care Management.....	3-38
3.1310	Background	3-38
3.1320	Waiver Status of Recipients of DCM Services	3-38
3.1330	(Section Retired).....	3-38
3.1340	Screening for DCM Services.....	3-38
3.1350	Request for DCM Services	3-38

California Department of Aging, Multipurpose Senior Services Program

MSSP Site Manual: Table of Contents

3.1351 Request for DCM Services Form.....	3-38
3.1352 Denial of DCM Services	3-39
3.1360 Deinstitutional Services Assessment.....	3-39
3.1370 Plan for Deinstitutional Services	3-39
3.1380 Conclusion of DCM Services	3-40
3.1381 Data Reporting	3-41
3.1390 Out of Area Referrals	3-41
3.1400 Description of Services	3-41
3.1410 Informal Support.....	3-41
3.1420 Referred Services	3-42
3.1430 Purchased Waiver Services	3-43
3.1500 Service Monitoring and Care Management Follow Up	3-55
3.1510 Recording Guidelines.....	3-55
3.1520 Monitoring Activities.....	3-56
3.1530 (Section Changed to 3.030)	3-57
3.1600 (Section Changed to 3.040)	3-57
3.1700 Termination	3-57
3.1710 Termination Reason Codes.....	3-57
3.1720 Notice of Action	3-58
3.1730 Re-enrollment	3-59
3.1800 Transfer of Participants Between Sites.....	3-59
3.1810 Responsibilities of the Sending Site.....	3-60
3.1820 Responsibilities of the Receiving Site.....	3-60
3.1830 Coordinate Billing	3-60
 Chapter 4: Quality Assurance and Program Review.....	 4-1
4.000 Quality Assurance Concepts	4-1
4.010 Quality Assurance Components	4-1
4.020 Site Quality Assurance Requirements	4-2
4.030 Quality Assurance Elements	4-2
4.100 Utilization Review	4-3

California Department of Aging, Multipurpose Senior Services Program

MSSP Site Manual: Table of Contents

4.110	Authority to Conduct UR	4-3
4.120	Levels of UR	4-4
4.130	Objectives of CDA URs.....	4-4
4.130.1	Elements of the CDA UR	4-5
4.130.2	CDA Review Team	4-5
4.130.3	Areas of Site Operation to Be Reviewed.....	4-5
4.130.4	CDA UR Tools.....	4-12
4.130.5	UR Report.....	4-12
4.140	CDA Fiscal Audits	4-12
4.150	Recovery of Funds.....	4-12
Chapter 5: Participant Records and Information.....		5-1
5.000	In Practice, MSSP Site Staff	5-1
5.100	Health Insurance Portability and Accountability Act (HIPAA) of 1996.....	5-1
5.110	HIPAA Privacy Rule.....	5-2
5.120	HIPAA Security Rule	5-3
5.200	Security	5-3
5.300	Maintenance and Storage	5-4
5.400	Access to Minimum Necessary Information	5-4
5.500	Authority to Inspect Medi-Cal Provider Records	5-5
5.600	Case Recording Practices.....	5-5
5.610	Electronic Record Keeping	5-6
5.700	Corrections.....	5-8
5.800	Case Documents	5-9
5.810	Staff Signatures and Signature Requirements	5-10
5.820	Timing Intervals Required for Case Recording	5-11
Chapter 6: Participant Rights.....		6-1
6.000	MSSP Participant Rights	6-1
6.100	Participant Grievance Procedure.....	6-2

California Department of Aging, Multipurpose Senior Services Program

MSSP Site Manual: Table of Contents

6.200 Due Process Rights	6-2
6.210 Denial of Request for Waiver Services	6-2
6.220 Failure to Meet Minimum Eligibility Criteria.....	6-2
6.230 Notice of Action	6-3
6.300 State Medi-Cal Fair Hearing.....	6-3
6.400 Notice of Action for Terminations	6-4
 Chapter 7: Information System Components.....	 7-1
7.000 MSSP Information System	7-1
7.010 Background	7-1
7.020 Components of the CDA MSSP Information System.....	7-1
7.100 Confidentiality and Information Systems.....	7-2
7.200 Participant Data Forms	7-3
7.210 Client Enrollment/Termination Information Form.....	7-3
7.220 Service Planning and Utilization Summary	7-3
7.300 Participant and Services Data	7-4
7.310 IHSS Import File.....	7-4
7.320 Transmission of Data to CDA.....	7-4
7.400 Provider Index.....	7-5
7.410 Provider Index Input Reports	7-5
7.500 Coding Systems.....	7-5
7.510 Service Codes	7-5
7.510.1 Unit Type	7-5
7.520 Fund Codes.....	7-6
7.530 Vendor Codes	7-6
7.540 Site Codes	7-7
7.550 Site Staff Codes	7-7
7.560 MSSP Participant Codes	7-8
7.600 E-mail	7-8

California Department of Aging, Multipurpose Senior Services Program

MSSP Site Manual: Table of Contents

Chapter 8: Service Vendors.....	8-1
8.000 Vendor Selection	8-1
8.100 Vendor Contracts/Agreements	8-1
8.200 Vendor Application Form	8-2
8.300 Purchases from Non-Contract Vendors	8-2
8.400 Vendor Rates.....	8-2
8.500 Vendor Licensing and Insurance Requirements.....	8-2
8.600 Vendor Performance	8-3
8.700 Vendor Appeal Procedure	8-3
Chapter 9: Site Budget and Claims Reimbursement	9-1
9.000 Budget.....	9-1
9.010 Budget Categories.....	9-1
9.020 Budget Changes.....	9-1
9.030 Reimbursement Process	9-3
9.030.1 Threshold Rate Change Requests.....	9-4
9.100 Claims Billing/Reimbursement.....	9-5
9.110 Billing Process	9-5
9.120 Reimbursement & Remittance Advice Details	9-6
Chapter 10: Equipment	10-1
10.000 Ownership of Equipment	10-1
10.100 Computer/Peripheral/Software Purchases.....	10-2
10.200 Year-End Purchases.....	10-2
10.300 Equipment Inventory	10-2
10.400 Equipment Disposal	10-3

Appendix